

## **USING GHOST AGENTS IN AN ENVIRONMENT SUPPORTED BY CUSTOMER SERVICE PROVIDERS**

### **ABSTRACT**

A method for supporting an application can include the step of receiving a problem indication relating to the application. The method can also identify a host within a grid environment, wherein a host can be a software object used by said application. A ghost agent can be associated with the host. The actions of the host can be replicated for use by the ghost agent. Data relating to the replicated actions can be recorded using the ghost agent. The indicated problem can be responded to, where the response can be based at least in part upon the recorded data.